



Default Management

It's a TEAM EFFORT

Howard Leslie
MONROE COLLEGE





Monroe College is:

- A two campus institution (Bronx and New Rochelle)
- A Two + Two Degree Granting College
- A THREE SEMESTER Schedule
- Yes, I do mean Three SEMESTERS not tri-mesters



Monroe College is:

- A Borrower Award Year (BAY) vs. a Scheduled Award Year (SAY)
- A Student body of about 4,500
- Offering classes 7 days a week and through late in the evening
 - Over 60% of the students walk into our doors after 5 PM.



Monroe College is:

- Over 90% of the students receive Title IV
- Over 80% of the students receive Federal Pell Grants
- Over 60% of the students have EFCs of 300 or less



Monroe College is:

- A family environment where student's are treated no better or worse than the administration and faculty
- A team of people with one goal, one focus
 - THE SUCCESS OF OUR STUDENTS



Monroe College is:

- A low cost – high value environment
- Student body from over 14 different countries
 - Includes Title IV eligible students (like USVI)
 - Growing dormitory population.



Monroe's Default Rate HISTORY

1993	25.2%	1994	22.75
1995	16.9%	1996	19.45



Monroe's Default Rate HISTORY

1997 14.85%

1998 11%



Monroe's Default Rate HISTORY

1999 6.3%

2000 4.3% (draft)



Who are the team members?

■ Admissions

- Admitting students whose focus is success
- The Freshman Experience
- The Hand Off



Who are the team members?

■ The Faculty

- Life skills
- Instructor who can teach and prepare students for the realistic job Market
- Instructors who care- before, during and after classroom hours



Who are the team members?

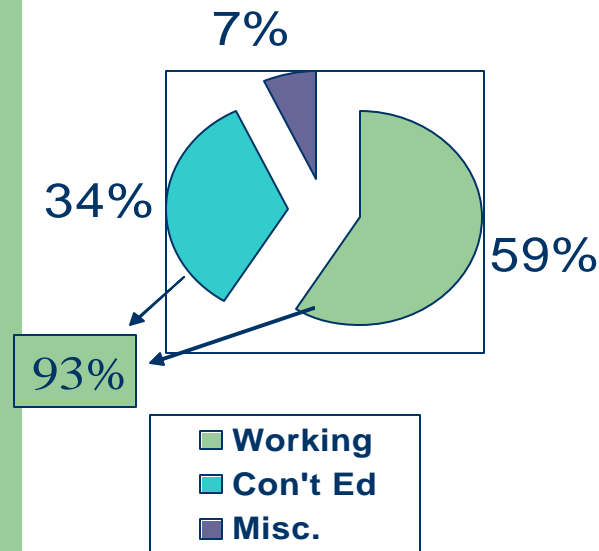
■ Career services

- Finding the right careers for the right students at the right time
- Preparing students for the job market long before graduation.
- Placing students even if they are not graduates

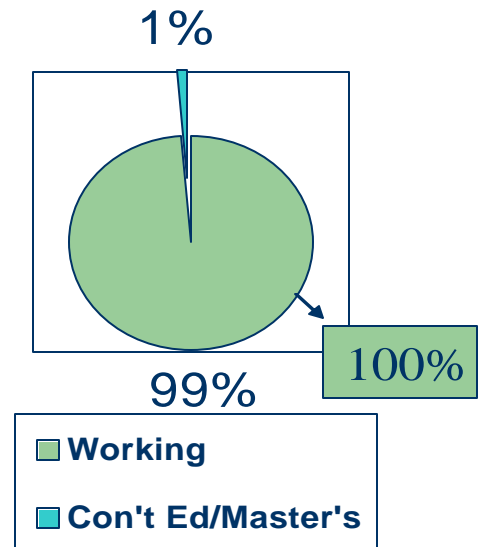


Career Services Outcomes - Bronx Fall 1999 – Associate/Bachelor's

Associate



Bachelor's





Who are the team members?

- Student Financial Services
 - Two entrance interviews generally required
 - On Line + (One on One or Group)
 - Personal debt management counseling.
 - Continuing contact with loan team encouraged through the student's career.



Who are the team members?

- Student Financial Services (cont)
 - Proactive approach
 - Working the CAR
 - Working with HESC Loan Advocate Unit's pilot project
 - Outsourcing
 - Special projects for special circumstances
 - 911 forbearance



Who are the team members?

- Student Financial Services (cont)
 - Team Approach
 - Freshman Team
 - Title IV Team
 - Loan Team
 - Pell/SEOG Team
 - FWS Team
 - Financial Aid Team
 - Bursar/Financial Aid Team
 - » Student Financial Services



Who are the team members?

- **Executive administration**
 - Caring and understanding
 - Seeing the big picture
 - Willing to approve lost revenue policies in
 - R2T4 Issues
 - Disbursement scheduling
 - Returning loans in full and waiving student balance



Who are the team members?

- The STUDENTS TEAM (The RESULT!!!)
 - Desire to succeed
 - Low competitive, High Achievement
 - Welcome to know on any door
 - While school and after separation



THINGS WE'RE WORKING ON!

- The Scholarship Office
- E-mail accounts for all students and alumni
- Alumni development
- Engaging a professional debt management service
- Automating more processes without losing the hands on feel



Contact Me

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